

The Secretary presents his compliments to their Excellencies and Messieurs and Mesdames the Chiefs of Mission and wishes to announce certain temporary changes to the manner in which the Department's Office of Foreign Missions (OFM) provides services and facilitates benefits for foreign missions and their members in the United States. These changes are necessary in response to the transition of a significant percentage of OFM's staff performing their duties remotely via telework arrangements as a mitigation response to the spread of the coronavirus (COVID-19). This note replaces the Department's note No. 20-520, dated March 18, 2020.

All changes from note No. 20-520, are denoted below with an asterisk (*).

The changes outlined in this note are expected to remain in effect until at least April 30, 2020.

Contacting OFM

Given that a significant percentage of OFM's staff are teleworking, foreign missions and their members seeking to contact OFM are encouraged to do so via electronic mail. Foreign missions and their members are strongly discouraged from attempting to contact OFM by telephone. The best means for efficiently connecting with OFM is via electronic mail.

The following chart provides the electronic mail addresses that should be used based on the topic of the inquiry/request:

Inquiry Topic	Contact Information
General Inquiry	OFM-Info@state.gov
Meeting (Washington, DC)	OFMAssistants@state.gov
Meeting (Chicago)	OFMCGCustomerService@state.gov
Meeting (Houston)	OFMHOCustomerService@state.gov
Meeting (Los Angeles)	OFMLACustomerService@state.gov
Meeting (Miami)	OFMMICustomerService@state.gov
Meeting (New York)	OFMNYCustomerService@state.gov
Meeting (San Francisco)	OFMSFCustomerService@state.gov
Accreditation Inquiry	OFM-Accreditation@state.gov
Bonded Warehouse/Customs Inquiry	OFMTaxCustoms@state.gov
Dependent Work Authorization Inquiry	OFM-EAD@state.gov
e-Gov System Inquiry	OFMeGovHelpDesk@state.gov
Emergency Management & Response Inquiry/Request	OFM-EmergencyMgt@state.gov
Establishment of New Consular Post Inquiry	OFMProperty@state.gov
Motor Vehicle Inquiry	OFMDMVInfo@state.gov (or applicable regional office)
Radio Frequency Inquiry	OFMTravelServices@state.gov
Real Property Acquisitions & Dispositions	OFMProperty@state.gov
Travel Notification or Approval Inquiry	OFMTravelServices@state.gov
Tax Exemption Inquiry	OFMTaxCustoms@state.gov

Separate from the matters outlined above, foreign missions are encouraged to continue transmitting inquiries and requests for assistance related to the operational impacts of COVID-19 and associated response efforts via electronic mail to OFM-EmergencyMgt@state.gov.

Meetings

Until further notice, OFM will limit meetings with foreign missions to those that can be conducted telephonically. Requests for such meetings in Washington, DC shall be submitted via electronic mail to OFMAssistants@state.gov.

Instructions for requesting meetings with OFM's regional offices are provided in the chart above.

Customer Service Centers

Effective immediately and until further notice, OFM's Customer Service Center, located at 3507 International Drive, NW, Washington, DC, will be closed. Similarly, OFM's Regional Offices, located in Chicago, Houston, Los Angeles, Miami, New York, and San Francisco will not be open to the public.

Accreditation

OFM's adjudication of requests associated with the accreditation of members of foreign mission members will continue to function normally.

- ***Change of Status Requests***

Effective immediately and until further notice, applications from foreign mission members seeking change of status into A or G status must be sent via USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - Accreditation
3507 International Place, NW
Washington, DC 20008

In response to a permanent policy change, identification cards (new and renewals) are now being mailed directly to the cardholder's residential address.

- ***Return of identification cards***

*Foreign missions may either hold expired identification cards until OFM provides further instructions or mail them via the U.S. Postal Service (USPS), *Federal Express*, or *UPS* to:

Office of Foreign Missions - Accreditation
3507 International Place, NW
Washington, DC 20008

- ***Surcharge payments***

*Foreign missions may send such payments via USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - Accreditation
3507 International Place, NW
Washington, DC 20008

Foreign missions are requested to provide information with such payments that indicates the applicable transaction information and associated mission or mission member.

Service	Impact of Operational Changes
Notifications of Appointment	No Anticipated Delays
Notifications of Change	No Anticipated Delays
Notifications of Termination	No Anticipated Delays
Identification Cards	No Anticipated Delays
Requests for Change of Status	No Anticipated Delays

Bonded Warehouse Purchases

OFM's authorization of requests from foreign missions and their members for authorization to purchase tax and duty-free merchandise from bonded warehouse facilities will continue to function normally.

Service	Impact of Operational Changes
Bonded Warehouse Purchase Authorization	No Anticipated Delays

Customs Clearances

OFM's certification of requests from foreign missions and their members for clearance of the importation of goods and materials will continue to function normally.

Service	Impact of Operational Changes
Customs Clearance	No Anticipated Delays

Dependent Work Authorizations

*Effective immediately and until further notice, applications from foreign mission members seeking authorization for their eligible dependents to work in the United States must be sent via USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - Accreditation
3507 International Place, NW
Washington, DC 20008

Service	Impact of Operational Changes
Dependent Work Authorizations	No Anticipated Delays

e-Gov System Support

OFM's e-Government system and associated account management functions will continue to function normally.

Service	Impact of Operational Changes
e-Gov System Support	No Anticipated Delays

Emergency Management/Response

OFM remains ready to assist foreign missions with matters related to emergencies and natural disasters, to include the impacts of COVID-19. Foreign missions are strongly encouraged to transmit requests for such assistance or related inquiries to OFM-EmergencyMgt@state.gov.

Establishment of New Consular Posts

OFM's authorization of requests for the establishment of a new consular post in the United States will continue to function normally. All such requests shall be submitted via electronic mail to OFMProperty@state.gov.

Service	Impact of Operational Changes
New Consular Post Authorization	No Anticipated Delays

Motor Vehicle Requests

With minor exceptions, requests for driver's licenses and non-driver identification cards (new or renewal), driver history reports, letters denoting a mission member's ineligibility for an OFM-issued driver's license, and liability insurance updates will continue to function normally. However, logistical challenges prevent OFM from **efficiently** facilitating the extension of motor vehicle registrations and titling services.

*Until at least April 17, 2020, OFM's New York Regional Office will not be able to receive or complete requests associated with the registration of motor vehicles (new or renewal applications).

*OFM is resuming, with procedural modifications, the processing of new motor vehicle registration applications and applications for titles. Detailed instructions concerning the modified means for requesting such services are outlined below.

*For services associated with missions located in the Washington, DC, Metropolitan Area, payments required for the completion of **all** services associated with the registration, disposition, or operation of a motor vehicle shall be sent via the USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - DMV
3507 International Place, NW
Washington, DC 20008

*For services associated with missions located in the Washington, DC, Metropolitan Area, the return of all OFM-issued hard license plates required for the completion of **all** services associated with the registration, disposition, or operation of a motor vehicle shall be wrapped in clear plastic, and sent **solely via DHL, Federal Express, UPS, or a similar service, with the applicable e-Gov transaction ID number prominently displayed on the outside of the package to:**

Office of Foreign Missions - DMV
3507 International Place, NW
Washington, DC 20008

*For services associated with missions located outside the Washington, DC, Metropolitan Area, payments required for the completion of **all** services associated

with the registration, disposition, or operation of a motor vehicle shall be sent via the USPS, *Federal Express*, *UPS*, or similar service to the appropriate OFM Regional Office (see enclosure for address details).

*Missions must provide information with such payments that indicates the applicable transaction ID number as well as other information regarding the associated mission or mission member.

Foreign missions are requested to provide information with such payments that indicates the applicable transaction information and associated mission or mission member.

Vehicle Registrations (New/First Time Registration)

Applications for the new/first time registration of a vehicle should be submitted normally via e-Gov. *However, such applications should include a remark indicating where OFM should send the registration card, plates, and decal that will result from the request. Such addresses must be either the physical address of the associated mission or the mission member's residential address.

*For missions or members located in the Washington, DC, Metropolitan Area, original documents required for this action shall be sent to OFM via *Federal Express*, *DHL*, *UPS*, or similar service to:

Office of Foreign Missions - DMV
3507 International Place, NW
Washington, DC 20008

*For missions or members located **outside** the Washington, DC, Metropolitan Area, original documents required for this action shall be sent via *Federal Express, DHL, UPS*, or similar service to the appropriate OFM Regional Office (see enclosure for address details).

*Given current operational constraints, OFM believes a reasonable timeframe for the processing and delivery of a new vehicle registration requests to be a minimum of two weeks.

Vehicle Registrations (Renewals)

Missions are advised that OFM has extended the expiration date for all decals expiring after April 1, 2020, until May 31, 2020, notwithstanding the date on the decal. Missions should print out the revised “glove box” letter (found at <https://www.state.gov/wp-content/uploads/2020/04/OFM-Glove-Box-Letter-for-Law-Enforcement-rev-040120.pdf>) and keep it in the vehicle.

Vehicle Titles

Applications for a vehicle title should be submitted normally via e-Gov.

*However, such applications should include a remark indicating where OFM should send the title (and temporary tag if applicable) that will result from the request. Such addresses must be either the physical address of the associated mission or the mission member’s residential address. Missions should be aware that no titles will be mailed to applicants unless OFM has received the hard plates

(and any other “exchanges”) or, where plates were lost or stolen, a copy of the police report documenting the lost or theft.

* For title requests associated with missions located in the Washington, DC, Metropolitan Area, but not associated with OFM’s New York Regional Office, missions or their members must send all OFM-issued hard license plates, wrapped in clear plastic, **solely via *DHL, Federal Express, UPS, or a similar service*, with the applicable e-Gov transaction ID number prominently displayed on the outside of the package to:**

Office of Foreign Missions - DMV
3507 International Place, NW
Washington, DC 20008

*For title requests associated with missions located **outside** the Washington, DC, Metropolitan Area, but not associated with OFM’s New York Regional Office, missions or their members must send all OFM-issued hard license plates, wrapped in clear plastic, **solely via *DHL, Federal Express, UPS, or a similar service*, with the applicable e-Gov transaction ID number prominently displayed on the outside of the package** to the appropriate OFM Regional Office (see enclosure for address details).

* For title requests associated with **OFM’s New York Regional Office**, missions or their members must send all OFM-issued hard license plates, wrapped in clear plastic, **solely via *DHL, Federal Express, UPS, or a similar service*, with**

the applicable e-Gov transaction ID number prominently displayed on the outside of the package to:

Office of Foreign Missions
8701 S. Gessner, Suite 906
Houston, TX 77074

*Given current operational constraints, OFM believes a reasonable timeframe for the processing and delivery of title requests to be a minimum of two weeks.

Driver's License (New)

*As a temporary measure, applicants for the issuance of a new OFM driver's license, for which the applicant can provide a copy of a driver's license from any jurisdiction, to include licenses issued by foreign countries, that expired after 2016, that does not require the driver to wear glasses or corrective lens while driving, are not required to complete a new vision acuity test. Missions also should be aware that many (if not all) local State departments of motor vehicles have ceased administering written and road tests due to the national emergency. Therefore, any mission member who is required to pass a written test in order to obtain an OFM driver's license will not be able to obtain his/her OFM driver's license until the State department of motor vehicles re-open.

- ***Return of driver's licenses***

*Foreign missions in the Washington, DC, Metropolitan Area may send driver's licenses to:

Office of Foreign Missions - DMV
3507 International Place, NW
Washington, DC 20008

*Foreign missions located outside the Washington, DC, Metropolitan Area may send driver's licenses to the appropriate OFM Regional Office (see enclosure for address details).

Driver's License (Renewals)

*In response to a permanent policy change, unless the applicant has had an OFM-issued license for over six consecutive years, a vision acuity test is no longer required for driver's license renewals.

Service	Impact of Operational Changes
New York Region-Based Vehicle Registration (First time Registration)	Temporarily Suspended
New York Region-Based Vehicle Registration (Renewal)	Temporarily Suspended
Vehicle Registration (First time Registration)	Expect Delays
Vehicle Registration (Renewal)	Expect Delays
Vehicle Title	Expect Delays
Insurance Updates	No Anticipated Delays
Driver's License	Moderate - No Delays
Non-Driver Identification Card	No Anticipated Delays
Eye Exams (Driver's License Application)	OFM is currently unable to conduct eye exams
Non-Eligibility for OFM Driver's License Letter	No Anticipated Delays
Driver History Reports	No Anticipated Delays

Real Property Acquisitions/Dispositions

OFM's approval of requests from foreign missions for authorization to purchase, lease, use, or dispose of real property in the United States will continue

to function normally. All such requests shall be submitted via electronic mail to OFMProperty@state.gov.

Service	Impact of Operational Changes
Real Property Acquisition & Disposition Approvals	No Anticipated Delays

Radio Frequency Assignments

OFM's facilitation of requests from foreign missions for temporary assignment of radio frequencies will continue to function normally.

Service	Impact of Operational Changes
Radio Frequency	No Anticipated Delays

Tax Exemption Requests

OFM's authorization of tax exemption benefits will continue to function normally.

- ***Return of tax exemption cards***

* Foreign missions may send all expired tax exemption cards to:

Office of Foreign Missions - Tax
3507 International Place, NW
Washington, DC 20008

- ***Surcharge payments***

Foreign missions should mail, via the U.S. Postal Service, checks or money orders required for the completion of a tax-exemption request to:

OFM
P.O. Box 58041
Washington, DC 20037

Foreign missions are requested to provide information with such payments that indicates the applicable transaction information and associated mission or mission member.

Travel Notifications and Authorizations

Foreign mission members that are required to provide OFM with prior notification or obtain prior approval of their domestic travel within the United States will continue to transmit such information normally. However, all such notifications or requests for authorizations shall **only** be transmitted via electronic mail at OFMTravelServices@state.gov.

Service	Impact of Operational Changes
Travel Notifications/Approvals	No Anticipated Delays

The Department appreciates the cooperation and patience of the foreign mission community as we collectively combat the global spread of COVID-19.

Enclosure:

As stated.

Department of State,

Washington, April 3, 2020.



OFM Regional Office Addresses

OFM Chicago

77 W. Jackson Blvd., Suite 2122
Chicago, IL 60604
(312) 353-5762

OFM Houston

8701 S. Gessner, Suite 906
Houston, TX 77074
(713) 272-2865

OFM Los Angeles

10940 Wilshire Blvd., Suite 1550
Los Angeles, CA 90024
(310) 235-6292

OFM Miami

95 Merrick Way, Suite 505
Coral Gables, FL 33134
(305) 442-4943

OFM San Francisco

235 Pine Street, Suite 1600
San Francisco, CA 94104
(415) 744-2910